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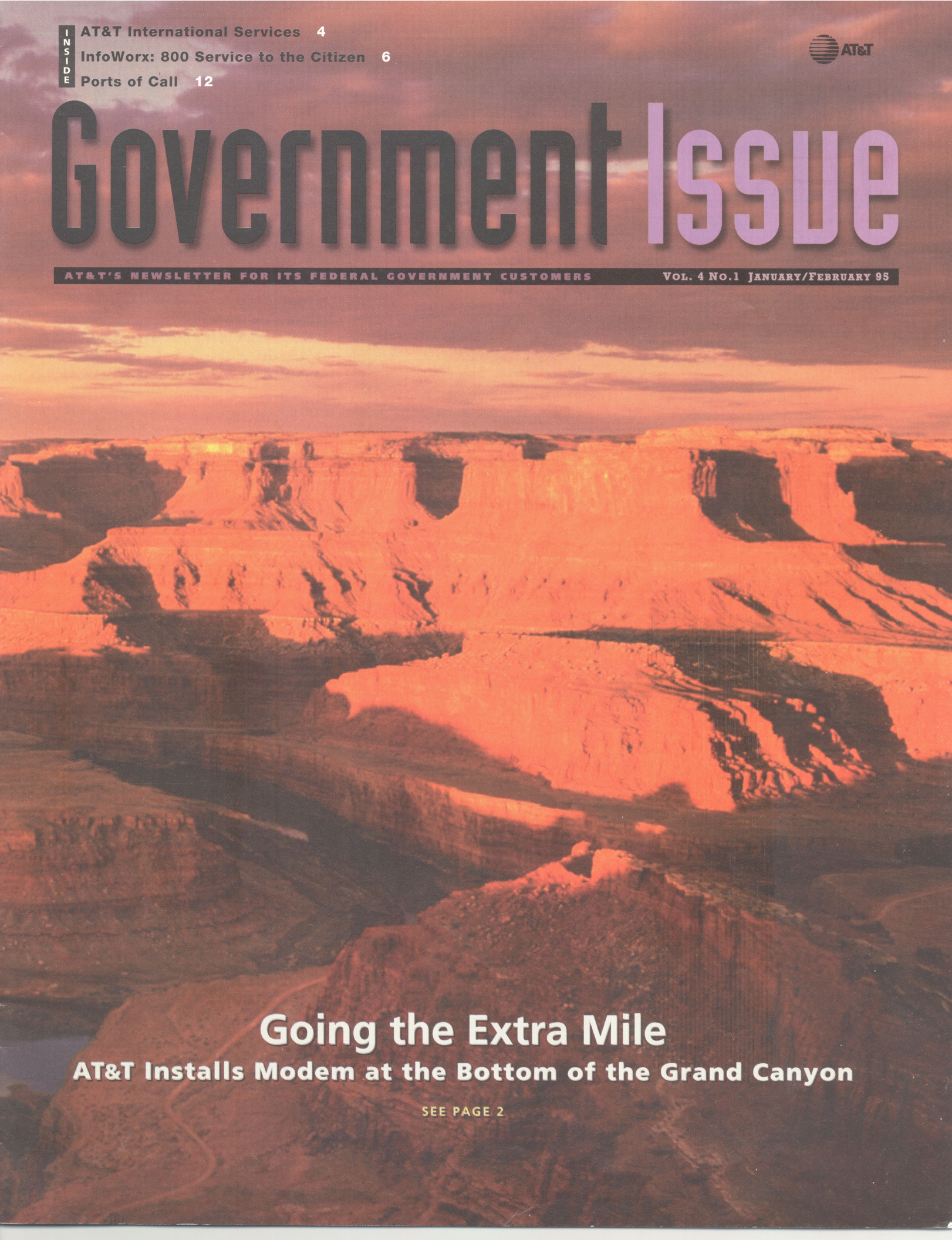
AT&T

Government Issue

AT&T'S NEWSLETTER FOR ITS FEDERAL GOVERNMENT CUSTOMERS
VOL. 4 NO.1 JANUARY/FEBRUARY 95



Going the Extra Mile

AT&T Installs Modem at the Bottom of the Grand Canyon

SEE PAGE 2

INDIAN HEALTH SERVICE

AT&T: Going the Ext

AT&T Installs Paradyne Modem on the Floor of the Grand Canyon

STEVE MURRAY AND CHARLES Cantwell are used to going the extra mile for a customer, but the trip isn't usually straight down a steep cliff on horseback.

In late September, Murray and Cantwell loaded 60 pounds of AT&T Paradyne modems and tools onto a pack horse and set out on an adventurous three-hour ride to the bottom of the Grand Canyon.

Their destination was the village of Supai, Ariz., home of the Havasupai Indians — "people of the blue-green water."

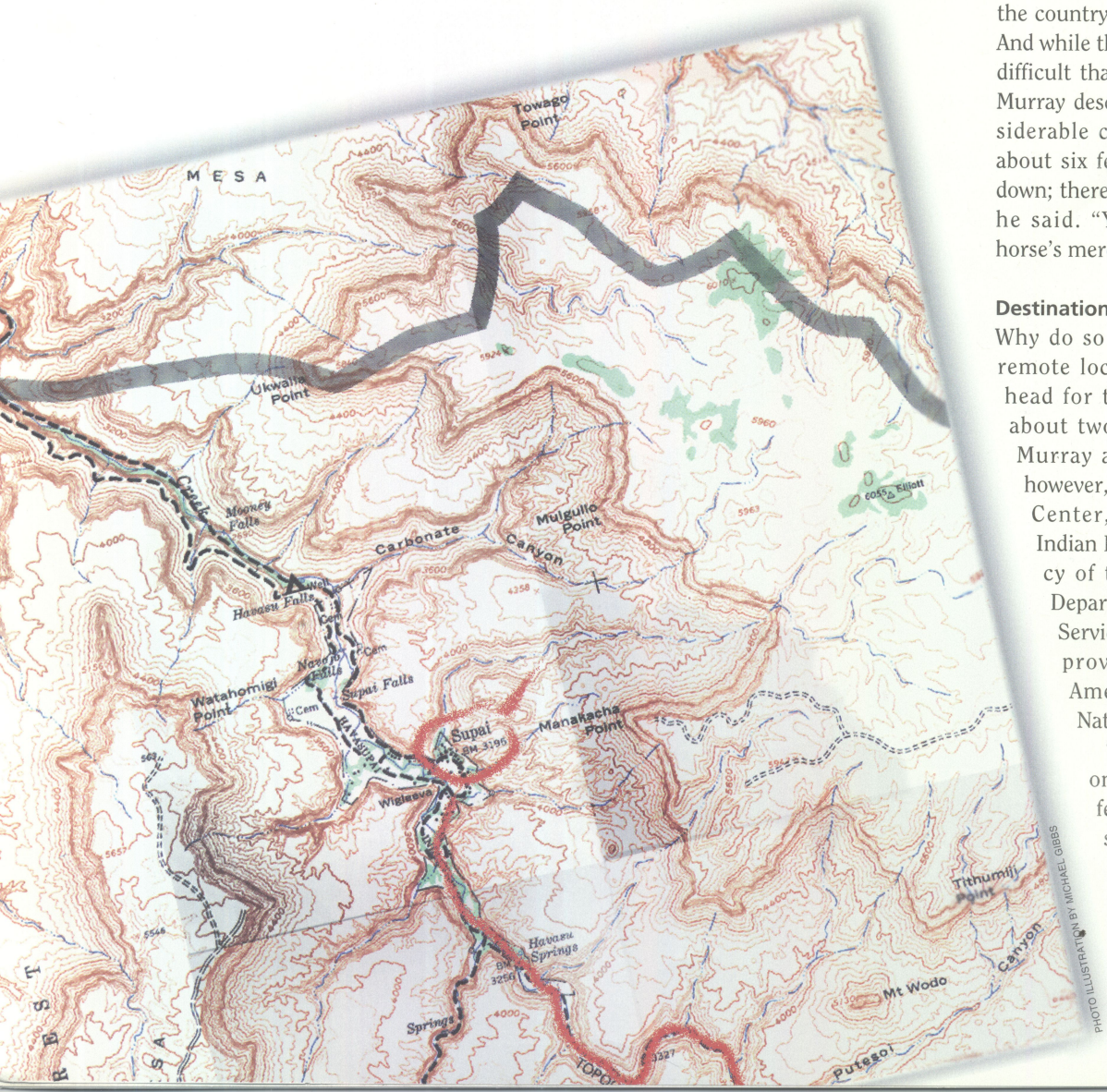


PHOTO ILLUSTRATION BY MICHAEL GIBBS

The Havasupai have occupied the floor of Havasu Canyon for 600 years. The reservation, which borders the southwest rim of the Grand Canyon, is home to about 1,000 Havasupai Indians today.

Each year, thousands of tourists from around the world visit the reservation, an amazing fact considering the difficulty of just getting there. There are no roads into Supai; you arrive by foot, horseback or an occasional helicopter. Pack horses deliver food, clothing and most other supplies daily; Supai's post office is the last one in the country to receive mail by pack train. And while the journey to the village is less difficult than other Grand Canyon trails, Murray described the first mile as a considerable challenge. "The trail is only about six feet wide and it goes straight down; there are no walls to hold you up," he said. "You're pretty much at the horse's mercy."

Destination: Supai

Why do so many people travel to this remote location? Most of the tourists head for the breathtaking waterfalls about two miles from Supai village. Murray and Cantwell's destination, however, was the Supai Indian Health Center, a small clinic run by the Indian Health Service (IHS), an agency of the Public Health Service, Department of Health and Human Services. IHS has a commitment to provide quality health care to American Indians and Alaskan Natives.

The Supai clinic is staffed by one full-time physician and a few other health care professionals; they provide routine and emergency services to the local population as well as to campers and hikers who

■ COVER PHOTO BY CHAD EHLERS / TONY STONE IMAGES

ra Mile

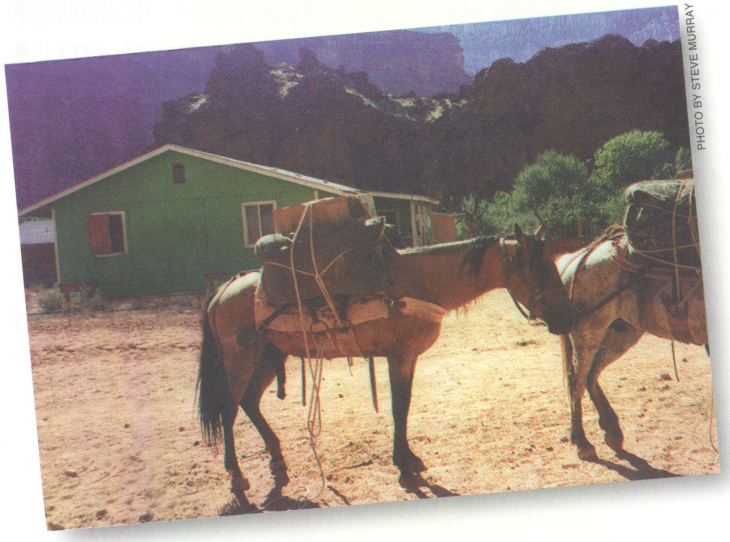


PHOTO BY STEVE MURRAY

Loaded down with AT&T equipment, horses arrive at the bottom of the Grand Canyon.

become sick or injured while visiting the reservation.

It took about 30 minutes for Murray and Cantwell to install an AT&T Paradyne modem, which allows the clinic to transmit patient data and related information to other IHS facilities eight times faster than previously. The modem is attached to a new data circuit that will provide more reliable transmission at considerably less cost than before.

Supai is one of 366 IHS sites in 35 states that will be connected via AT&T FTS2000 Packet Switched Service (PSS) to help IHS improve delivery of health care. PSS provides cost-effective data networking and is particularly well suited for applications that involve sending or receiving information in batches rather than in a steady stream. Already, more than 250 IHS sites are up and running with the new data service.

"We've always been able to transmit data," said IHS's Tom Fisher, director, Office of Information Resources Management — Division of Telecommunications Management. "Our problem was our telephone lines to the remote sites wouldn't allow us to transmit the data above 1,200 bits per second (bps). At that speed, transmission was slow and costs were high. With AT&T Packet Switched Service, we're able to move the speed up to 9,600 bps out of our remote health facilities and operate reliably and economically." Local access facilities at Supai and other isolated locations are limited to analog telephone lines, but the IHS data network employs faster digital facilities where they are available.

Sharing Data

IHS locations using PSS can quickly and economically share medical, administrative and financial data between field locations, area offices and headquarters; and personnel at even the most remote sites have electronic access to up-to-the-minute medical information and literature.

But most importantly, the information shared among sites leads to better patient care and a better understanding of health trends.

"Some of the Havasupai Indians spend only part of the year on the reservation, so they may seek health care from a different clinic during the rest of the year," said Dina Manzani, the IHS area telecommunications liaison. "There's a lot of movement between the Supai clinic and the Peach Springs clinic, which is on the south rim of the Grand Canyon along Route 66."

Now physicians can access health records from either location.

"This is very important to the continuity of care we want to provide," said Mary Hastings, automated data processing site manager for both clinics, "because if patients are receiving medication from another clinic, the doctor needs to know what they're taking, when they're taking it, and whether they have any drug allergies."

So while the trail ride was an adventure, Murray and Cantwell considered their "most unusual installation" worth the trip. As employees of Network Solutions, Inc., an AT&T FTS2000 subcontractor, they've seen their share of out-of-the-way places. Their work has taken them from Guam to Puerto Rico and from Alaska to Hawaii. Their company's commitment to satisfying federal government requirements is one reason Network Solutions was named AT&T 1993 Minority Supplier of the Year.

Whether your agency operates in the canyons of Arizona or the canyons of New York City, if you'd like to find out more about FTS2000 Packet Switched Service, contact your AT&T FTS2000 account representative. ■

A World of Communications... A World of Difference

A SEMINAR SPONSORED BY AT&T FEDERAL SYSTEMS INTERNATIONAL

PHOTO BY RICHARD FRASIER

AT&T's Dorothy Lumski, staff manager in Bedminster, N.J., discusses network reliability with more than 40 federal government conferees via videoconference.

DOROTHY LUMSKI'S FACE APPEARED ON THE TV screen as clearly as if she were hosting the seven o'clock evening news. Only she was not standing in for Tom Brokaw. She was placing a long-distance videoconference call to an AT&T conference in Washington over AT&T's Worldwide Intelligent Network from the company's Network Operations Center (NOC) in Bedminster, N.J.

The conference, "A World of Communications — A World of Difference," held last November, was attended by 40 representatives from government agencies, including the Department of Commerce, the General Services Administration and the U.S. Air Force. They came to learn about some of AT&T's new international services.

"AT&T personnel and equipment constantly monitor traffic and performance on the network," said Lumski, staff manager at the NOC. "The NOC reroutes calls anywhere around the globe in an effort to provide 100 percent call completion."

The Worldwide Intelligent Network handles more than 175 million domestic and international voice, video and data calls on an average business day.

International Switched Digital Services

Switched Digital Services allow customers to transmit large data files using enhanced fax services. Faxes are sent at 56 Kilobits per second, providing improved clarity and quality.

International videoconferencing is also available on demand using Switched Digital Services. Videoconferencing is ideal for business meetings without the expense of travel.

"It's very useful when you want to demonstrate a particular product to an international colleague, but can't do it in person," said AT&T's Jane Banfield, technical specialist for data networking. "The video screen allows you to show the product as if you were in the same room."

AT&T INFOWORX

UP *and running*

There are a lot more smiling faces out there. Why? Because providing information to your constituents can be faster and easier than ever with a new modification to the FTS2000 contract called AT&T InfoWorx®.

InfoWorx is an interactive voice response service that allows callers to use voice prompts or touch-tone buttons to obtain prerecorded information. To access InfoWorx, your constituents call your AT&T 800 number. After they hear your initial personalized greeting, callers select options to hear commonly requested information, such as account balances, directions to a location or medical updates.

Once AT&T InfoWorx is handling routine calls, your employees will be free to handle those calls which require human assistance because of their complexity or urgency.

On this page, we'll explore some InfoWorx applications and the ways agencies keep the public smiling.

Social Security Administration
1 800 772-1213

THE SOCIAL SECURITY ADMINISTRATION (SSA) receives more than 65 million calls a year from the public. Of those, 28 percent, or more than 18 million, are routine questions that can be handled by an automated system. "We've trialed InfoWorx in 11 states," said the SSA's Telecommunications Manager Nancy Radosta. "InfoWorx lets our callers access the information they need quickly, and our representatives can spend more time on calls that require detailed responses."

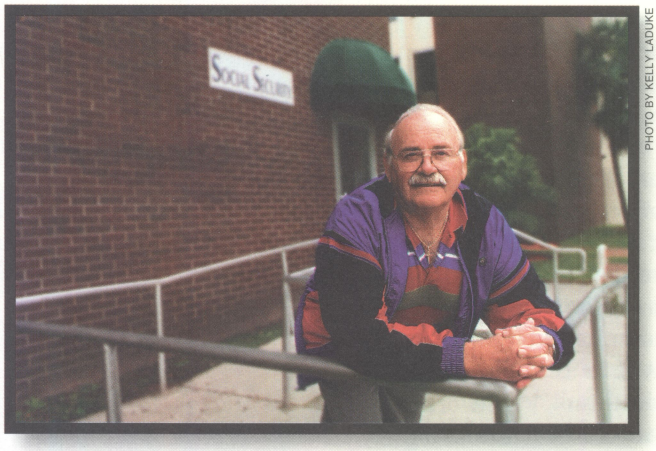


PHOTO BY KELLY LADUKE

Charles Miller of Jacksonville, Fla., visits the Social Security Administration after calling an AT&T 800 number for directions.

Just ask Charles Miller of Jacksonville, Fla. Miller is smiling because it's a lot easier for him to obtain information from SSA. "I needed to make a trip to my local SSA office to take care of some retirement matters," said Miller. "In the 17 years I've lived in Jacksonville, I didn't know where the office was."

So Miller called the AT&T 800 number for directions. "I was pleasantly surprised to use my touch-tone phone to get not only directions, but the hours of operation and a list of some available services. The message guided me through every step. All I had to do was enter my zip code."

Department of Defense
1 800 GOVT BUY (1 800 468-8289)

"SOLD FOR $30 TO NUMBER 45," SHOUTED AUCtioneer Mike Robertson. A Department of Defense employee, Robertson helps the government sell surplus equipment to the public.

Auctions are held all over the country at various military bases throughout the year. "I attend as many auctions as possible," said an engineer who owns his own equipment refurbishing company. "I pick up used laboratory equipment at these auctions, take it back to my shop, fix it and resell it."

Anyone can call AT&T's 1 800 GOVT BUY and choose from two options. The first option allows callers to hear the overview and mission of the Defense Reutilization and Marketing Service (DRMS). A second option allows callers to enter any area code to find out the locations of government auctions. "We advertise the 800 number in various sources, including *USA Today*," said DRMS Chief Ruth Stutts. "It's an easy way to reach the public to let folks know what we're doing."

When the military no longer needs an item, it's turned over to one of the 200 DRMS field offices worldwide. When the property is received at a DRMS office, it is first looked at for reuse within federal, state or local governments. If the property cannot be reused, it becomes surplus and available for sale to the public.

"You might think of DoD surplus property as

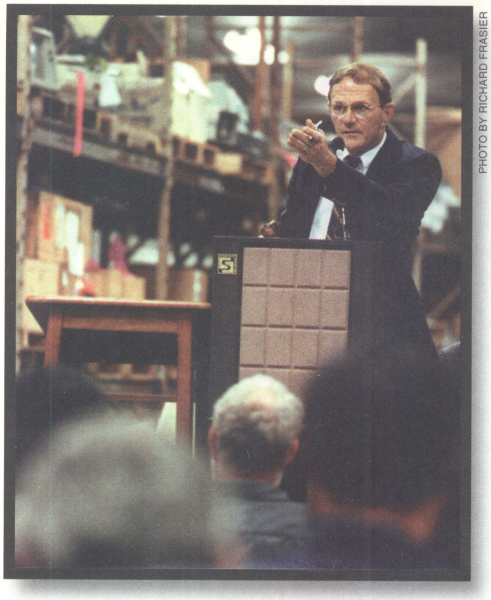


PHOTO BY RICHARD FRASIER

Auctioneer Mike Robertson sells government surplus items at an auction in Fort Meade, Md.

ships and tanks, but there's much more," said Stutts. "In fact, surplus property includes just about everything you can think of — office equipment, such as files, desks and computers; sporting equipment; household furniture and appliances; tools; clothing and medical supplies."

Said one bidder, "I've picked up some real bargains at these auctions, including three used cars and two horses. You just won't believe what's available for bid."

Health and Human Services

1 800 575 WELL (1 800 575-9355)

ONE IN FOUR ADULTS IN THE UNITED STATES has high blood pressure, or hypertension. Paul Lambert has high blood pressure and doesn't take any chances. Under a doctor's care, Lambert watches his diet, exercises and looks for ways to regulate his blood pressure.

"I've lost 15 pounds and have changed my eating habits," said Lambert. "I'm more aware of what to do to control my problem." On the advice of his doctor, Lambert also called the National Heart, Lung and Blood information line. The line is sponsored by the Department of Health and Human Services.

The service is an InfoWorx 800 number carried by AT&T. "The info line is one way for us to reach the public," said Dr. Ed Roccella, coordinator of the National High Blood Pressure Education Program. Callers can choose from several menu options.

They can hear information on the prevention and control of high blood pressure or high cholesterol. They also have the option of leaving their names and addresses to receive brochures and pamphlets.

That's exactly what Susan Kohler of Merriam, Kan., did. Kohler, who has high cholesterol, called the 800 number. "It's important that I educate myself on this condition. I'm more careful of what foods I buy and how I prepare them. I've become a real label reader," she said.

Said Dr. Roccella, "The 800 number helps people have easier access to our brochures, booklets and fact books. We get thousands of calls a month on the 800 line alone." ■

PHOTO BY ED LALLO

Susan Kohler reads labels to find low-fat foods to help lower her cholesterol.

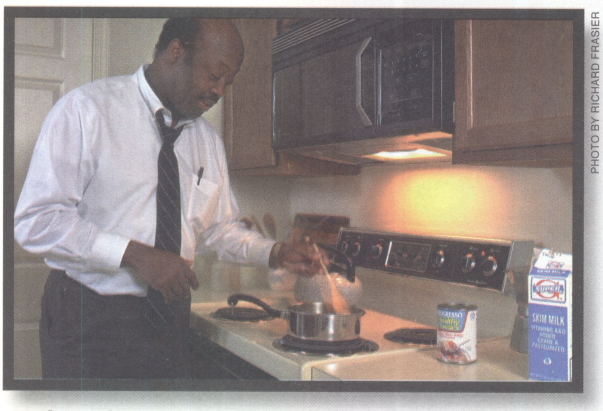


PHOTO BY RICHARD FRASIER

Paul Lambert prepares a low-salt lunch to keep his high blood pressure under control.

Look for more InfoWorx application stories in upcoming editions of *Government Issue*. If you'd like information on how InfoWorx can help you reach out to the public, contact your AT&T FTS2000 account representative. ■

LBRV

LOW BIT RATE VIDEO

A NEW LOW

HOW LOW CAN YOU GO AND STILL BE SAFE? With Low Bit Rate Video (LBRV) and Secure Multipoint enhancements, users on the Defense Commercial Telecommunications Network (DCTN) can hold low-speed, encrypted point-to-point and multipoint videoconferences.

LBRV makes videoconferencing a communications option for more Department of Defense customers because it can run conferences at low speeds, allowing for different pricing options. It's ideal for users who need to hold occasional videoconferences but don't require dedicated service. LBRV users can take advantage of video as they need it and will be charged on a usage basis.

DCTN videoconferences can be held at 112/128 Kilobits per second (Kbps) up to 384 Kbps. And instead of a dedicated video room, LBRV conferences can be held on portable units consisting of video monitors, a camera, and a codec that converts the analog video signals to a compressed digital format. Both the equipment and the services can be obtained through DCTN.

Current DCTN users who have dedicated video rooms also will benefit from LBRV. It can be used as an adjunct for associated locations that need to participate on a videoconference but are not equipped with a dedicated video room.

The second enhancement, Secure Multipoint, encrypts LBRV and dedicated videoconferences at three or more locations at security levels up to 'top secret.'

"These new enhancements make videoconferencing a viable tool for many of our military users," said AT&T's Judy Isom, DCTN video program manager. "There's a big demand for secure and nonsecure LBRV videoconferencing from our clients. LBRV can be used in a number of different ways, including medical consultations, weapons development and environmental cleanup."

If you'd like more information on how you can use Low Bit Rate Video or incorporate Secure Multipoint on your videoconferences, call Isom at 301 608-5055 or your AT&T DCTN account representative. ■

A NEW TOOL FOR MEDICINE

LAST NOVEMBER, 5,500 MEDICAL PROFESSIONALS AT THE 101ST annual meeting of the Association of Military Surgeons of the United States (AMSUS) witnessed a demonstration of AT&T's Low Bit Rate Video (LBRV). AMSUS is a society of the medical departments of the U. S. Army, Navy, Air Force, Public Health Service and Department of Veterans Affairs.

From the main meeting site in Orlando, Fla., AMSUS linked up with conferees stationed in Port-au-Prince, Haiti, via AT&T LBRV.

LBRV allows users to hold videoconferences at speeds ranging from 56 Kilobits per second to 384 Kbps, a more economical approach to video than previously available. (See accompanying article at left.) Some LBRV speeds are now available on AT&T's Defense Commercial Telecommunications Network (DCTN), which provides voice, video and data services for the Department of Defense within the United States. Because the AMSUS broadcast included an international location, it was carried using DCTN and commercial AT&T facilities.

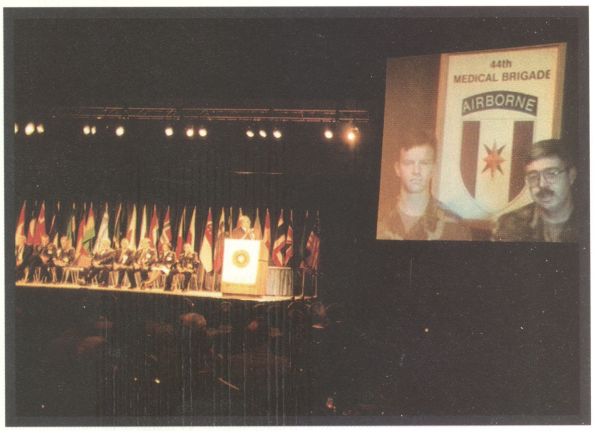


PHOTO BY KELLY LADUKE

From Haiti, Lt. Col. Timothy Shaver (on screen, right) and Maj. Eric Olson address participants at the Association of Military Surgeons using AT&T Low Bit Rate Video.

U. S. Army Lt. Col. Timothy Shaver addressed the audience from the Army hospital in Port-au-Prince. "We've had more than 600 admissions since the United States arrived in Haiti," he said. "Videoconferencing lets us diagnose patients here with the expertise of our colleagues back home. We don't compromise the quality of care just because we're away from the states."

U. S. medical personnel also are using videoconferencing from Croatia in support of the United Nations and U.S. forces stationed there. In a telephone interview, Cmdr. Alana Benton, director of Nursing Services, said, "We support 45,000 troops in Croatia. Videoconferencing is a tool that helps us do our jobs better."

"LBRV will allow smaller military hospitals and clinics across the United States access to videoconferencing on DCTN," said Lt. Jim Studebaker, head of videoconferencing for the Navy Telemedicine Project at Bethesda Naval Hospital in Maryland. "It also provides a way for all branches of the military to continue to work together to share ideas and save the government money."

If you'd like more information on AT&T's Low Bit Rate Video service, contact your DCTN account representative. ■

Traveling Via Technology

WHEN THE DEFENSE LOGISTICS Agency (DLA) wants to bring geographically dispersed employees together, many of them no longer need to hop on an airplane.

Instead, they meet via videoconference over AT&T's Defense Commercial Telecommunications Network. DCTN provides voice, video and data services for the Department of Defense, including multipoint, secure, interactive videoconferencing between sites.

DLA is the Defense Department's worldwide supply organization. It buys 80 percent of the consumable items the military services use in common — like fuel, clothing, food and medical supplies — and spent $8 billion on these goods last year alone.

"Videoconferencing will save a lot of travel time and expense and will also give us better utilization of our staff and executive time," said Chaletta McCoy, DLA's videoconference network manager. For example, DLA employees who formerly attended meetings alone can now invite their supporting staff to attend without incurring airfare, lodging and other travel-related costs.

Six DLA videoconference sites around the country became operational during the last half of 1994; five more are scheduled to come online this year. Where DLA facilities are not available, conferees can request use of other DCTN videoconference rooms.

Although some folks would still rather travel by air than by technology, there are many converts. "I can just walk down the hall," and "I can get more work done than I could getting on a plane," are typical comments.

"We have people who've had to go to the Pentagon or Ft. Belvoir to hold videoconferences; now they come here to Cameron Station in Alexandria, Va.," McCoy said. "So it's very convenient; they really like it."

McCoy maintains a master schedule and oversees the DLA videoconference network from the agency's Virginia headquarters. AT&T's DCTN Network Control Center in Dranesville, Va., sets up the calls.

In the future, DLA videoconferences won't be limited to business meetings. "One of the things we're looking at is distance learning applications so that we will be able to utilize this vehicle for training," McCoy said.

For more information about DCTN services, contact your AT&T DCTN account representative. ■

PHOTO BY KATHY KOENIG

Chaletta McCoy from the Defense Logistics Agency prepares for a videoconference.

DoD Honors AT&T With Pro Patria Award

THE DEPARTMENT OF DEFENSE PRESENTED AT&T with its highest honor for employer support of the National Guard and Reserve during a November ceremony, hosted by the Pennsylvania Air National Guard's 111th Fighter Group, at Willow Grove Air Reserve Station, Willow Grove, Pa.

PHOTO BY VINCE MASSA

Kevin McManus (center), assistant vice president – Defense Markets, AT&T Federal Systems, accepted the Pro Patria Award from Lt. Col. Louis Meier, commander of the 111th (left) and Edward Rosenbaum, chairman of the Pennsylvania Committee for Employer Support of the Guard and Reserve.

"I'm honored to accept this award on behalf of AT&T," said McManus, "but I'm even more proud of the work National Guard and Reserve units perform in trouble spots around the world."

Today, men and women in Guard and Reserve units comprise more than 40 percent of the U.S. Armed Forces' total military strength. Many active duty units are not deployable until joined by their Guard and Reserve counterparts.

The Pro Patria Award is part of a national effort to recognize supportive employers of guardsmen and reservists, especially at a time when the "citizen-soldier" plays an even greater role in national defense and worldwide peacekeeping missions.

AT&T offers pay differentials and leaves of absence to employees who are members of the Guard or reservists on active duty. ■

Cutting the Red Tape

New Law Simplifies Government Purchasing

When the Federal Acquisition Streamlining Act of 1994 became law this past October, it went a long way toward eliminating the red tape associated with government purchases.

The legislation adopts many of the recommendations made by federal users in the National Performance Review. And when new procedures are in place this coming summer, they should result in faster and easier access to goods and services.

"Excessive paperwork chokes everybody and slows things way down," said AT&T's Jack High, government markets research and analysis director. "Long-standing problems have been addressed in this bill."

Among its many provisions, the legislation:

- should sharply reduce the burdens of cost and pricing data on contracts, large and small, for commercial goods and services;
- encourages the purchase of goods and services that are already available for sale in the commercial marketplace;
- broadens the definition of commercial products to include services and extend to derivatives (new releases and/or upgrades);
- simplifies modifications to fully competed contracts;
- gives federal employees authority to make quick local purchases of items under $2,500;
- waives certain certifications and record keeping requirements for purchases up to $100,000;
- establishes a Federal Acquisition Computer Network (FACNET), transitioning the procurement system to an electronic online process, eliminating considerable paperwork;
- allows the General Services Administration administrator to extend use of GSA schedule contract services to state governments and agencies.

ILLUSTRATION BY MICHAEL GIBBS

"The most important element about this legislation is that it will reduce the administrative burden on hundreds of millions of government contracts and allow agencies to concentrate on their missions," High said.

In the information technology industry, generations of goods and services evolve quickly, resulting in new releases — or derivatives — that add capabilities to existing offerings.

"We expect to see regulations that will enable contracting officers to swiftly add derivative capabilities, products and services to contracts without requiring detailed pricing or costing justification," High added. "This means AT&T will be able to help the federal government improve information movement and management capabilities more expeditiously and economically than ever." ■

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A Better Business Partner

AT&T Adds New Features to PARTNER Communications Systems

FOR SMALLER GOVERNMENT WORK LOCATIONS, LOOKING and sounding big is just a matter of working with the right partner.

"New features on AT&T's PARTNER communications systems can help smaller sites — like Congressional offices, military recruiting centers and rural post offices — offer the professional feel of larger locations," said Ed Rainsberger, applications manager for AT&T Global Business Communications Systems – Federal Markets Group.

AT&T's PARTNER II system, for offices with 12 to 48 phones, now offers line pooling, which allows phone lines to be grouped together so users access the first available open line from a single button. "Since you no longer have to dedicate a different telephone button for each line, you can assign those buttons to other PARTNER features — like speed dialing and paging — or use telephone sets with fewer buttons," Rainsberger said. "Grouping lines also helps you get the best rate for calls."

Call Waiting is one of the new features available on PARTNER Plus and PARTNER II systems alike, for offices with eight to 48 phones. Now your employees with single-line sets won't miss important calls when they are on the phone. Simultaneous Paging allows you to communicate through your telephone system and overhead loudspeakers at the same time, instead of initiating two separate pages. The Send All Calls function can eliminate the annoying ring of another call while you're on the phone by sending incoming calls to your voice mail system.

For the smallest PARTNER systems with two to four telephone lines, AT&T has introduced a unique ring for each phone line, allowing your workers to identify dedicated lines and ensure that every call is answered properly.

PARTNER systems are compatible with AT&T's TransTalk™ 9000 Digital Wireless System and a variety of telephone sets.

For more information about PARTNER systems, contact your AT&T Global Business Communications Systems account representative or call 1 800 492-6769. ■

With Honors

HONORING AMERICA'S VETERANS IS SOMETHING THAT shouldn't be reserved for just one day.

"There aren't enough days that are veterans' days," said AT&T's Gwen McLaughlin, national account manager for the U.S. Department of Veterans' Affairs (VA). "Standing up as a nation to honor our veterans is something we should do all year long."

PHOTO BY TOM HILL

In Atlanta, a lone bugler plays "Taps".

McLaughlin made her remarks during a Veterans' Day celebration at AT&T's Federal Systems headquarters in Silver Spring, Md. The ceremony honored the VA for its work in helping veterans obtain the services they need and AT&T employees who have served in the military. Kathy Jurado, assistant secretary for Public and Intergovernmental Affairs at the VA, awarded certificates to AT&T employees for their help and support of veterans. A similar celebration took place in Atlanta, site of the 1995 Paralyzed Veterans' Games.

"The cost of preserving freedom is a heavy burden veterans have had to bear," said Bruce Scott, director of Sports and Recreation for the Paralyzed Veterans of America. "With the invincibility of youth, we left to serve our nation, and we experienced the realities of war. Many of us came home with a mental or physical disability. To repay the debt owed to veterans, the VA has the responsibility to rebuild their lives and transform them into useful members of society. The VA, however, cannot do it alone."

PHOTO BY KATHY KOENIG

"The cost of preserving freedom is a heavy burden veterans have had to bear," said Bruce Scott, director of Sports and Recreation for the Paralyzed Veterans of America.

In Atlanta, Frank Ianna, vice president and general manager of AT&T's Network Services Division, spoke of the role AT&T has played in supporting America's veterans.

"We are continuing to build on a long tradition dating back to World War I," said Ianna, "but our most important contribution has been the generation after generation of AT&T people who have served in the military with distinction.

"It's important that we take time to recognize the debt of gratitude we owe our veterans." ■

Guided Tours

New AT&T *Ports of Call* Help Sailors Get Around 20 Mediterranean Cities

NEED INFORMATION ABOUT GETTING AROUND Cartagena, Spain? In Egypt, how do you say "thank you" in Arabic? Whom should you call if you need to rent a car in Athens, Greece?

The answers to these questions and other important travel information are listed in AT&T's *1995 Ports of Call* guides for sailors of the U.S. 6th Fleet. The pocket-sized guides — developed by AT&T in cooperation with Navy Europe Morale Welfare Recreation (MWR) — feature a map of the area, a list of sports and recreation hot spots and a handful of recommended restaurants.

"The pocket guides allow our sailors to make the most of their liberty time as they visit the remote and exotic ports of the Mediterranean," said Chuck Beard, deputy director for Navy Europe MWR. "They are very popular because they're handy and give sailors basic information to find their way around new ports."

Last year, 40,000 guides were handed out to sailors when they disembarked from their ships. Now AT&T offers guides on 20 Mediterranean cities.

"Young sailors who aren't used to traveling overseas might hesitate to leave the ship if they don't know where they are going," said Liz Cashman, AT&T's manager of international events. "We worked closely with the Navy and tour guides to provide information that would make the sailors' stay more enjoyable."

In addition to the guides, each Navy ship has a 120-page reference book, *"Ports of Call: A Guide to the Mediterranean Ports,"* which gives more detailed information. ■

TOUR GUIDE

[TEST YOUR KNOWLEDGE]

Q Need information about getting around town in Cartagena, Spain?

A The best way to get around Cartagena is on foot or by cab. The taxis have meters, but the drivers seldom use them. If you can't get the cabbie to turn on his meter, negotiate the fare before you get going. Fares quoted are per ride, not per person. Putting up to four people in one cab will save you lots of money.

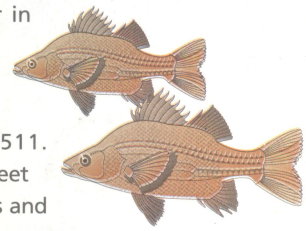
Q How do you say "thank you" in Arabic?

A Thank you in Arabic is pronounced: shokran. Other useful Arabic words are: Yes (nah ahm), no (la-ah), hello (ah-lahn), goodbye (mah sah lah mah), excuse me ('ahfwahn) and please (min fadlak).

Emergency phrases include: "I want to report a theft," (orid tahblig 'ahn sirga), "Where's the nearest pharmacy?" (ahynah aqrab ahgzahkhahnah) and "I need a doctor," (ahtahg ilah doktor).

Q Whom should you call if you need to rent a car in Athens, Greece?

A There is no permanent United Service Organizations (USO) Fleet Center in Athens. If a USO representative is not meeting your ship, contact Andy Vassiliades of Andy's Tours. His number is 922-9511. Vassiliades has been helping 6th Fleet sailors find hotels, rental cars, tours and sporting events for more than 30 years. ■



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